

ATTACHMENT A
STATE OF IOWA JOB DESCRIPTIONS AND MINIMUM QUALIFICATIONS
(SOCIAL WORKER 2, 3, 4, 6, SUPERVISOR, ADMINISTRATOR, PUBLIC SERVICE EXECUTIVES 3 and 5)

Class Code: 03011
23013

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES –
HUMAN RESOURCES ENTERPRISE

SOCIAL WORKER 2

DEFINITION

Under immediate to general supervision, as training and experience are gained, performs professional social work within guidelines in a county, area, regional office or institution; performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Applies casework principles to field casework situations, giving assistance to various clientele groups.

Provides basic social work services in programs offered by the Department of Human Services; carries a full caseload.

Provides basic social work services and placement services for dependent, neglected and delinquent children who have been committed to institutions, to assist in facilitating their reintegration into the community.

Serves as a member of an institutional interdisciplinary treatment team; provides casework and group work services.

Performs outreach activities gathering and evaluating information regarding clients or programs, developing an assistance or treatment program, and coordinating activities with relevant community agencies, as directed.

Completes or directs the preparation of necessary records and reports.

COMPETENCIES REQUIRED

Knowledge of the basic environmental and cultural factors inherent in social work.

Knowledge of the principles of human growth and behavior.

Knowledge of interviewing skills and techniques.

Knowledge of community resources.

Knowledge of home finding and placement methods.

Knowledge of current literature and trends in social casework.

Ability to correctly interpret and apply rules, regulations, policies, and procedures governing a social welfare program.

Ability to deal effectively with clients, staff and related community organizations.

Ability to communicate effectively, orally and in writing.

Ability to prepare case records and progress reports.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Follows policy and cooperates with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Graduation from an accredited four-year college or university;

OR

the equivalent of four years of full-time technical work experience involving direct contact with people in overcoming their social, economic, psychological, or health problems;

OR

an equivalent combination of education and experience substituting the equivalent of one year of full-time qualifying work experience for one year (thirty semester or equivalent hours) of the required education to a maximum substitution of four years.

NOTE:

Designated positions in this job class require applicants to obtain the required Chauffeurs License and endorsements within a period of time as determined by the appointing authority at the time of hire.

SELECTIVE CERTIFICATION

For designated positions, the appointing authority, with Iowa Department of Administrative Services – Human Resources Enterprise prior approval, may request those applicants possessing the specified experience in the following areas:

- 114 chronic mental illness – A minimum of one year of full-time (or equivalent part-time) experience in delivering or coordinating services for adults with a persistent mental and emotional disorder that seriously impairs their functioning relative to such primary aspects of daily living as personal relations, living arrangements, or employment. This would include, but would not be limited to:
- Positions such as case managers and nurses affiliated with community support programs at community mental health centers
 - Residential counselors and group home parents in community alternative living programs as well as residential treatment workers, nurses, activities specialists, and other treatment staff who work at state MHI's (Cherokee, Independence, Clarinda, and Mt. Pleasant).
- Experience in an outpatient setting *should not* be counted toward this selective, unless such experience can be demonstrated to have been with clients with chronic mental illness.

- 115 SED (seriously emotionally disturbed) – A minimum of one year of experience delivering or coordinating services to seriously emotionally disturbed children. Children with a serious emotional disturbance are persons: From birth to age 18, who currently, or any time, during the past year have had a diagnosable, mental, behavioral, or emotional disorder of sufficient duration to meet diagnostic criteria specified within DSM-V that resulted in a function impairment which substantially interferes with or limits the child's role or functioning in family, school, or community activities.

These disorders include any mental disorder (including those of biological etiology) listed in DSM-V or their ICD-9-CM equivalent (and subsequent revisions), with the exception of DSM-III-R "V codes," substance use, and developmental disorders, which are excluded, unless they co-occur with another diagnosable serious emotional disturbance. All of these disorders have episodic, recurrent, or persistent features and they vary in terms of severity and disabling effects.

- 145 developmental disabilities – a minimum of one year full-time (or equivalent part-time) experience in delivering or coordinating services for persons with developmental disabilities (i.e., severe, chronic mental or physical impairments). Positions that meet the mental retardation background noted above will normally meet this selective area too.
- Experience in providing services and treatment to autistic children or persons with epilepsy or cerebral palsy will also qualify
 - Experience in providing services/treatment to persons with head injuries or Alzheimer's disease *will not* normally count towards this selective
- 545 mental retardation – a minimum of one year of full-time (or equivalent part-time) experience in delivering or coordinating services for persons with significantly sub-average general intellectual functioning existing concurrently with deficits in adaptive behavior manifested during the developmental period. This would include, but would not be limited to:
- House parents and counselors who work at group homes
 - Sheltered work or work activities staff
 - Treatment staff affiliated with the state resource centers at Glenwood and Woodward
- 863 ability to speak Spanish fluently
- 920 case management – for designated positions in case management, the appointing authority, with Iowa Department of Administrative Services – Human Resources Enterprise prior approval, may request those applicants possessing a Bachelor's degree from an accredited college or university with a major or at least 30 semester hours or its equivalent in the behavioral sciences, education, health care, human services administration, or social sciences and the equivalent of 12 months of full-time experience in the delivery of human services in the combination of: chronic mental illness, developmental disabilities, mental retardation, and SED (seriously emotionally disturbed);

OR

an Iowa license to practice as a registered nurse and the equivalent of three years of full-time nursing or human services experience with the above population groups.

Applicants wishing to be considered for such designated positions must list applicable course work, experience, certificate, license, or endorsement on the application.

NOTE:

At the time of interview, applicants referred to Glenwood and Woodward State Hospital-Schools will be assessed to determine if they meet federal government employment requirements as published in the

**IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES –
HUMAN RESOURCES ENTERPRISE**

SOCIAL WORKER 3

DEFINITION

Performs intensive social work services, protective service assessments/evaluations, or lead-work duties in a county, area, regional office, or institution; performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Assists a supervisor by performing, in accordance with set procedures, policies and standards, such duties as instructing employees about tasks, answering questions about procedures and policies, distributing and balancing the workload and checking work; may make occasional suggestions on reassignments.

Obtains and evaluates referral information from mandatory and permissive reporters to determine if a child abuse assessment, dependent adult abuse assessment or Child in Need of Assistance assessment should be completed. This information may be gathered in person (face to face interview) or via the telephone utilizing active listening, probing questions to fill in gaps in information or to clarify inconsistencies. The information is the first step in the assessment process and will subsequently be provided to child/adult protective assessment workers so that safety and risk can be assessed and appropriate services to families, children and/or dependent adults can be provided.

Provides intensive casework services for clients with difficult, complex and complicated problems, possibly requiring a reduced caseload on a full-time basis.

Deals with individuals and groups having sociopathic personalities, impulsive behavior that may be self-destructive or de predatory, and others with chronic mental illness, mental retardation or a developmental disability.

Makes professional decisions and recommendations that can have a serious impact on the life of the person served.

Provides or directs the preparation of necessary records and reports.

Gives advice and consultation when unusual, difficult, or complex cases are encountered.

Functions as a case management program specialist by reviewing case records of case managers and providing written and verbal feedback related to performance, compliance with applicable standards and policies.

Evaluates reports of child or dependent adult abuse; assesses strengths/needs of clients and recommends service interventions.

Serves as a member of an institutional interdisciplinary treatment team; provides casework and group work services.

Performs outreach activities gathering and evaluating information regarding clients or programs, developing an assistance or treatment program, and coordinating activities with relevant community agencies, as directed.

Completes or directs the preparation of necessary records and reports.

COMPETENCIES REQUIRED

Knowledge of casework methods, technique, and their application to work problems.

Knowledge of the principles of human growth and behavior, basic sociological and psychological treatment and therapy practices.

Knowledge of interviewing skills and techniques.

Knowledge of group work methods, and basic community organization techniques.

Knowledge of environmental and cultural factors inherent in social work.

Knowledge of federal, state, and local legislation relative to public assistance and welfare programs.

Knowledge of federal and state rules, policies, and procedures as they relate to the sector of responsibility.

Ability to deal courteously and tactfully with other public and private agencies.

Ability to use interviewing skills and techniques effectively.

Ability to plan, instruct, and guide others in social work services.

Ability to interpret rules, regulations, policies, and procedures.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Follows policy and cooperates with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Graduation from an accredited college or university and the equivalent of three years of full-time experience in a social work capacity in a public or private agency;

OR

graduation from an accredited college or university with a Bachelor's degree in social work and the equivalent of two years of full-time experience in a social work capacity in a public or private agency;

OR

a Master's degree in social work from an accredited college or university;

OR

an equivalent combination of graduate education in the social or behavioral sciences from an accredited college or university and qualifying experience up to a maximum of thirty semester hours for one year of the required experience;

OR

employees with current continuous experience in the state executive branch that includes the equivalent of one year of full-time experience as a Social Worker 2 shall be considered as qualified.

NECESSARY SPECIAL REQUIREMENTS

For designated positions, the appointing authority, with Iowa Department of Administrative Services – Human Resources Enterprise prior approval, may request those applicants possessing a minimum of twelve semester hours of education, six months of experience, or a combination of both, or a specific certificate, license, or endorsement in the following areas:

089 Certified Addiction Counselor in the State of Iowa
863 ability to speak Spanish fluently
923 targeted case management

For designated positions in case management, the appointing authority, with Iowa Department of Administrative Services – Human Resources Enterprise prior approval, may request those applicants possessing a Bachelor's degree from an accredited college or university with a major or at least 30 semester hours or its equivalent in the behavioral sciences, education, health care, human services administration, or social sciences and the equivalent of 12 months of full-time experience in the delivery of human services in the combination of: chronic mental illness, developmental disabilities, and mental retardation as a Targeted (Medicaid) Case Manager;

OR

an Iowa license to practice as a registered nurse and the equivalent of three years of full-time nursing or human services experience with the above population groups.

Applicants wishing to be considered for such designated positions must list applicable course work, experience, certificate, license, or endorsement on the application.

NOTE:

At the time of interview, applicants referred to Glenwood and Woodward State Hospital-Schools will be assessed to determine if they meet federal government employment requirements as published in the Federal Register, Volume 39, No. 12, Thursday, January 17, 1974, Section 20-CFR-405.1101.

Effective Date: 12/05 CP

Class Code: 03017

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES – HUMAN RESOURCES ENTERPRISE SOCIAL WORKER 4

DEFINITION

Under general administrative supervision; performs specialized administrative or consultative social service work as determined by the standards in a county, area regional office, institution, or central office; or works

with only the very most difficult cases with the highest degree of complexity; performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Assists the supervisor in formulating policies, procedures, objectives and guidelines for the concerned area of program responsibility.

Develops, plans, and provides intensive social work services in cases with the very highest degree of complexity and difficulty that other specialists are unable to solve.

Provides consultative services in the area of specialty in a defined geographic area of the state or the entire state; meets with interested groups and individuals to implement the goals, objectives and purposes of the program.

Meets with managers, supervisors, and consultants of other social and human services organizations to coordinate plans; offers advice and suggestions, may make commitments for the agency.

Analyzes facts, problems and data independently to determine what action, within limits or professional practice and methods should be taken.

Advises other social workers in order that they may reach decisions on complex problem cases.

Prepares or directs the preparation of necessary records and reports.

Assists a supervisor by performing, in accordance with set procedures, policies, and standards, such duties as instructing employees about tasks, answering questions about procedures and policies, distributing and balancing the workload and checking work; may make occasional suggestions on appointments, promotions, and reassignments.

Functions as a case management program specialist by reviewing case records of case managers and providing written and verbal feedback related to performance, compliance with applicable standards and policies.

COMPETENCIES REQUIRED

Knowledge of casework methods, techniques, and their applications to work problems.

Knowledge of the principles of human growth and behavior, basic sociological and psychological treatment and therapy practices.

Knowledge of interviewing skills and techniques.

Knowledge of federal and state legislation relating to social services programs.

Knowledge of federal and state rules, policies, and procedures relating to the sector of responsibility.

Knowledge of the principles of administration.

Ability to work courteously and tactfully with other public and private agencies.

Ability to use interviewing skills and techniques effectively.

Ability to exercise good judgment in evaluating situations and making decisions.

Ability to interpret rules, regulations, policies, and procedures.

Ability to express ideas effectively, orally and in writing.

Ability to plan, coordinate and control the work of subordinates.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Makes an effort to follow policy and cooperate with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Graduation from an accredited four year college or university and the equivalent of four years of full-time experience in a social work capacity in a public or private agency;

OR

a Bachelor's degree in social work from an accredited four year college or university and the equivalent of three years of full-time experience in a social work capacity in a public or private agency;

OR

a Master's degree in social work from an accredited college or university and the equivalent of one year of full-time experience in a social work capacity in a public or private agency;

OR

an equivalent combination of graduate education in the social or behavioral sciences from an accredited college or university and qualifying experience up to a maximum of thirty semester hours for one year of the required experience.

OR

employees with current continuous experience having earned their full-time equivalent social work experience with the Iowa Department of Human Services may qualify with one year less of the required experience.

NOTE:

At the time of interview, applicants referred to Glenwood and Woodward State Hospital-Schools will be assessed to determine if they meet federal government employment requirements as published in the Federal Register, Volume 39, No. 12, Thursday, January 17, 1974, Section 20-CFR-405.1101.

NOTE:

At the time of interview, applicants referred to the Clarinda Mental Health Institute will be assessed to determine if they meet federal government employment requirements as published in the Federal Register, Vol. 51, 22042, June 17, 1986, Section 42 - CFR Chapter IV - §482.66.f(10-1-87 Edition).

Effective Date: 12/93 SH

Class Code: 03019

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES – HUMAN RESOURCES ENTERPRISE

SOCIAL WORKER 6

DEFINITION

Under general direction, performs administrative, consultative, or specialized social service work as determined by the standards; performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Plans, directs, and coordinates a major statewide program in providing complex consultative services to community social service organizations.

Provides consultative services to regional and area social service offices on all aspects of social service programs; gives advice to staff on very complex service cases within an assigned region of the state.

Plans, directs, and coordinates a program to analyze and evaluate selected cases for standards control.

Implements the goals and objectives of the project or program; gives advice, guidance, and consultation; makes recommendations to departmental units and outside service agencies.

Participates in the preparation of budget estimates for the concerned program.

Prepares or directs the preparation of necessary records and reports.

Assists a supervisor by performing, in accordance with set procedures, policies, and standards, such duties as instructing employees about tasks, answering questions about procedures and policies, distributing and balancing the workload and checking work; may make occasional suggestions on appointments, promotions, and reassignments.

COMPETENCIES REQUIRED

Knowledge of the principles of administration as related to social services.

Knowledge of the principles and techniques of social casework.

Knowledge of federal and state policies, procedures, and regulations pertaining to the assigned duties.

Knowledge of the current social and economic conditions of the State of Iowa.

Knowledge of the principles of financial administration including budgeting.

Ability to plan, organize, and direct a major program.

Ability to establish and maintain effective working relationships with public and private officials, individuals and groups.

Ability to present effective interpretations of programs, legislation, policies, and procedures.

Ability to express ideas effectively, orally and in writing.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Makes an effort to follow policy and cooperate with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Graduation from an accredited four year college or university and the equivalent of six years of full-time experience in a social work capacity in a public or private agency;

OR

a Bachelor's degree in social work from an accredited four year college or university and the equivalent of five years of full-time experience in a social work capacity in a public or private agency;

OR

a Master's degree in social work from an accredited college or university and the equivalent of three years of full-time experience in a social work capacity in a public or private agency;

OR

an equivalent combination of graduate education in the social or behavioral sciences from an accredited college or university and qualifying experience up to a maximum of thirty semester hours for one year of the required experience;

OR

employees with current continuous experience having earned their equivalent full-time social work experience with the Iowa Department of Human Services may qualify with one year less of the required experience.

SELECTIVE CERTIFICATION

For designated positions, the appointing authority, with Iowa Department of Administrative Services – Human Resources Enterprise prior approval, may request those applicants possessing a minimum of twelve semester hours of education, six months of experience, or a combination of both, or a specific certificate, license, or endorsement in the following areas:

- 114 chronic mental illness
- 386 licensed practitioner of the healing arts

Applicants wishing to be considered for such designated positions must list applicable license on the application.

Effective Date: 5/97 GRC

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES – HUMAN RESOURCES ENTERPRISE

SOCIAL WORK SUPERVISOR

DEFINITION

Directs, plans and supervises a unit of social workers providing intensive casework services in a county, service area or institution, or performs specialist and supervisory duties related to social work programs in a county, service area or in the central office; performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Supervises and evaluates the work of lower level specialists/subordinate staff; effectively recommends personnel actions related to selection, disciplinary procedures, performance, leaves of absence, grievances, work schedules and assignments, and administers personnel and related policies and procedures.

Plans, directs, and supervises a statewide program in providing consultant services to community social service organizations.

Assists in planning and implementing the goals and objectives of programs and projects; assists in budget preparation; directs special projects requested by the organization; formulates policies, procedures, and guidelines for the concerned area of program responsibility.

Works collaboratively to determine what projects should be initiated, dropped, or curtailed; analyzes budget allocations and keeps the organization/unit informed of the status of funds.

Provides consultant services in a defined geographic area of the state; meets with interested groups and individuals to implement the goals, objectives, and purposes of the project.

Advises specialists/subordinates in reaching decisions on the very highly complex problem cases.

Prepares or directs the preparation of records and reports, including data entry.

COMPETENCIES REQUIRED

Knowledge of the principles of supervision, including delegation of work, training of subordinates, performance evaluation, discipline, and hiring.

Knowledge of the administrative process of planning, organizing, staffing direction, budgeting, and controlling as it is applied to a public agency.

Knowledge of casework methods, techniques, and their applications to work problems.

Knowledge of the rules, regulations, and goals related to social work programs.

Knowledge of the purposes, goals, and objectives of social work programs.

Knowledge of interviewing skills and techniques.

Knowledge of the principles of human behavior.

Knowledge of the basic principles of community organization.

Ability to plan, organize, direct, and evaluate the work of subordinates.

Ability to interpret and apply multiple rules and policies regarding employee relations in a collective bargaining environment.

Ability to make logical and accurate decisions based on interpretations of program rules and regulations and administrative support data.

Ability to interact with elected officials, community representatives, volunteer groups, regional planning committees, and other groups in order to develop and maintain effective working relationships related to the delivery of services.

Ability to interact with subordinates, supervisors, clients, the general public, and the news media in order to establish effective working relationships.

Ability to project staffing and program needs for the administrative area based on resources available, existing personnel, and budget constraints.

Ability to evaluate state and federal service and financing program operations.

Ability to effectively communicate orally and in writing in order to persuade, interpret and inform subordinates, clients, general public, public and private officials.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Follows policy and cooperates with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Graduation from an accredited four year college and experience equal to four years of full-time work in a social work capacity in a public or private agency;

OR

professional experience in a social work capacity may be substituted for the required education on the basis of one year of qualifying experience for each thirty semester hours of education;

OR

a Bachelor's degree in social work from an accredited four year college or university and experience equal to three years of full-time experience in a social work capacity in a public or private agency;

OR

a Master's degree in social work from an accredited college or university and experience equal to one year of full-time work in a social work capacity in a public or private agency;

OR

any equivalent combination of graduate education in the social or behavioral sciences from an accredited college or university and qualifying experience up to a maximum of thirty semester hours for one year of the required experience;

OR

employees with current continuous experience in the state executive branch that includes experience equal to 24 months of full-time work as a Social Worker 2, or 12 months as a Social Worker 3/4 or Social Work Supervisor 1 or any combination of the above equaling 24 months shall be considered as qualified.

SELECTIVE CERTIFICATION

For designated positions, the appointing authority, with Iowa Department of Administrative Services – Human Resources Enterprise prior approval, may request those applicants possessing a minimum of twelve semester hours of education, six months of experience, or a combinations of both, or a specific certificate, license, or endorsement in the following area:

- 920 case management - For designated positions in case management, the appointing authority, with Iowa Department of Administrative Services – Human Resources Enterprise prior approval, may request those applicants possessing a Bachelor's degree from an accredited college or university with a major or at least 30 semester hours or its equivalent in the behavioral sciences, education, health care, human services administration, or social sciences and the equivalent of 12 months of full-time experience in the delivery of human services in the combination of: chronic mental illness, developmental disabilities, and mental retardation;

OR

an Iowa license to practice as a registered nurse and the equivalent of three years of full-time nursing or human services experience with the above population groups.

Applicants wishing to be considered for such designated positions must list applicable coursework, experience, certificate, license, or endorsement on the application.

NOTE:

At the time of interview, applicants referred to Glenwood and Woodward State Hospital-Schools will be assessed to determine if they meet federal government employment requirements as published in the Federal Register, Volume 39, No. 12, Thursday, January 17, 1974, Section 20-CFR-405.1101.

Effective Date: 3/04 JG

Class Code: 03037

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼

HUMAN RESOURCES ENTERPRISE

SOCIAL WORK ADMINISTRATOR

DEFINITION

Plans, directs, supervises and administers the entire social work program in a Department of Human Services (DHS) Service Area or institution; or the Iowa Veterans Home; performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Supervises and evaluates the work of subordinate staff; effectively recommends personnel actions related to selection, disciplinary procedures, performance, leaves of absence, grievances, work schedules and assignments, and administers personnel and related policies and procedures.

Supervises, plans, directs and coordinates the social work program of a DHS Service Area's or institution, or the Iowa Veterans Home; makes recommendations to higher level administrators concerning changes in functions and programs and the evaluation of program goals and objectives; assists in preparing budget estimates.

Provides consultative and technical guidance in the development of manuals and policies related to program operations.

Provides consultative services to county offices on all aspects of social work programs.

Implements policies and regulations and assures that conformity to policy is maintained; conducts staff meetings and develops in-service training of personnel through the use of staff meetings, conferences and group meetings and special training programs.

Meets with federal, state and local officials as needed to clarify, explain, coordinate and implement departmental goals, objectives, and programs.

Participates in special projects; serves as the statewide specialist of a social work program area; is part of the team.

Acts as a special representative of the department for operational matters as requested.

Prepares or directs the preparation of necessary records and reports.

COMPETENCIES REQUIRED

Knowledge of the principles of administration as it relates to social work.

Knowledge of the principles of supervision.

Knowledge of the principles of financial administration including budgeting.

Knowledge of the principles and techniques of social work casework.

Knowledge of federal and state policies, procedures, and regulations pertaining to the sector of responsibility.

Knowledge of the current social economic conditions of the State of Iowa.

Ability to develop, administer and supervise complex working procedures for social service programs.

Ability to plan, organize and coordinate the work of subordinates.

Ability to interpret and apply multiple rules and policies regarding employee relations in a collective bargaining environment.

Ability to establish and maintain effective working relations with subordinates, public and private officials, and the public.

Ability to interpret programs, legislation, policies, and procedures.

Ability to express ideas orally and in writing.

Displays high standards of ethical conduct. Refrains from dishonest behavior.

Works and communicates with all clients and customers providing quality professional service.

Displays a high level of initiative, effort, attention to detail and commitment by completing assignments efficiently with minimal supervision.

Follows policy, cooperates with supervisors and aligns behavior with the goals of the organization.

Fosters and facilitates cooperation, pride, trust, and group identity and team spirit throughout the organization.

Exchanges information with individuals or groups effectively by listening and responding appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Graduation from an accredited college or university with a Bachelor's Degree in social work and experience equal to two years of full-time supervisory work in a social work program;

OR

graduation from an accredited college or university with any Bachelor's degree and experience equal to five years of full-time work in consulting, supervising or evaluating social work programs, two years of which were in a full-time supervisory capacity.

SELECTIVE CERTIFICATION

For designated positions the appointing authority, with Iowa Department of Administrative Services – Human Resources Enterprise prior approval, may request those applicants possessing a minimum of education, experience, or a combination of both, or a specific certificate, license, or endorsement in the following areas:

- 411 education and experience in the social service needs of the mentally ill (when required to meet Federal regulation).
- 655 master's degree in social work (when required to meet Federal regulation)
- 667 licensure at the Masters of Social Work level by the Iowa Board of Social Work Examiners

Applicants wishing to be considered for such designated positions must list applicable coursework, experience, certificate, license, or endorsement on the application.

Effective Date: 01/11 CH

Class Code: 00784
60784

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES - HUMAN RESOURCES ENTERPRISE PUBLIC SERVICE EXECUTIVE 3

DEFINITION

Performs supervisory management work directing a program or an organizational segment thereof that constitutes a bureau and represents a moderate part of an agency's total operations; performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Supervises and evaluates the work of subordinates; effectively recommends personnel actions related to selection, disciplinary procedures, performance, leaves of absence, grievances, work schedules and assignments, and administers personnel and related policies and procedures.

Directs/coordinates program operations through subordinate managers and supervisors and with much influence participates in the selection of subordinate managers and key program employees; represents management in dealing with employee grievances/complaints and other matters pertaining to employment relations.

Collaborates with other managers on organizational/financial management matters and serves as a member of a management team in evaluating/resolving operational problems and making decisions.

Prepares supporting data justifying major expenditures (e.g., equipment, facilities, budget and staffing); participates in management planning/policy-making meetings and provides advise in financial matters.

Develops internal policies/procedures for improving coordination among managers and supervisors and keeps staff informed of management goals/objectives, revised procedures, methods and work changes.

Analyzes records/reports of work accomplishment and assesses progress towards meeting goals/objectives; takes corrective action when necessary to resolve problems and achieve goals/objectives.

Develops internal plans/procedures to assist managers and supervisors in implementing various government-wide personnel management programs/procedures (e.g., equal employment opportunity, career development, performance evaluation).

Resolves work-related problems in areas that are not covered by precedent or established policies.

COMPETENCIES REQUIRED

Knowledge of the organizational structure, functions, procedures and applicable regulatory requirements for the organization serviced.

Knowledge of the principles, theories, techniques and trends of public administration including financial management, labor relations, and related programs with universal controlling impact.

Knowledge of source materials and guidelines which can be used to resolve problems encountered not covered by precedent action.

Ability to establish program objectives or performance goals and to assess progress toward their achievement.

Ability to coordinate and integrate the work activities of unit managers.

Ability to analyze organizational and operational problems and develop timely and economical solutions.

Ability to represent the activity both within and outside the organization and to gain support for the agency's program goals.

Willingness to consider new ideas or divergent points of view.

Capacity to adjust to change, work pressures or difficult situations without undue stress.

Objectivity in evaluating facts, situations and circumstances.

Displays high standards of ethical conduct. Refrains from dishonest behavior.

Works and communicates with all clients and customers providing polite, quality professional service.

Displays a high level of initiative, effort, attention to detail and commitment by completing assignments efficiently with minimal supervision.

Follows policy, cooperates with supervisors and aligns behavior with the goals of the organization.

Fosters and facilitates cooperation, pride, trust, group identity and team spirit throughout the organization.

Exchanges information with individuals or groups effectively by listening and responding appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Graduation from an accredited four year college or university and five years of full time professional level experience such as program administration, development, management or operations;

OR

an equivalent combination of the required education and experience, substituting one year of full-time experience for thirty semester hours of education;

OR

graduation from the Iowa Certified Public Manager Program may substitute for one year of education or one year of experience;

OR

an equivalent combination of the required education and experience, substituting thirty semester hours of graduate coursework in Social Work, Law, Education, Engineering, or Public or Business Administration for one year of experience to a maximum of two years;

OR

employees with current continuous experience in the state executive branch that includes one year as a Public Service Executive 2, or two years as a Public Service Executive 1 or comparable management level positions.

NOTES

For use by the Department of Public Safety, State Fire Marshal's Office, Electrical Inspection Program, applicants must obtain one of the following types of certification within one (1) year of hiring:

Certification by the International Code Council (ICC) as both a Residential Electrical Inspector and Commercial Electrical Inspector, or Certification by the International Association of Electrical Inspectors (IAEI) as both a Certified Electrical Inspector - Residential and a Certified Electrical Inspector - Master.

Applicants must be able to successfully pass a background investigation as a condition of accepting this position.

SELECTIVE CERTIFICATION

For designated positions the appointing authority, with Iowa Department of Administrative Services – Human Resources Enterprise prior approval, may request those applicants possessing a minimum of twelve semester hours of education, six months of experience, a combination of both, or a specific certification, license, or endorsement in the following areas:

- 006 agriculture
- 010 amusement rides - inspection, installation, maintenance
- 025 American Sign Language (ASL)
- 054 biological sciences
- 035 engineering
- 107 criminal justice (including enforcement, courts, corrections)
- 109 curator - museum management
- 112 civil rights/affirmative action
- 140 data processing
- 146 disabilities
- 186 education
- 193 employment service programs
- 206 homeland security or emergency management operations
- 208 financial management (accounting, auditing, budgeting, economics, finance)
- 227 building and fire code experience
- 244 gerontology
- 280 human/social service programs
- 313 industrial hygiene

317	investigations
354	law degree
358	library science
397	mental health
406	mass communications
407	psychology
450	natural resources
449	natural sciences
453	nursing
524	personnel
535	public health
538	purchasing
602	real estate
596	refugee resettlement services
598	retail sales management
661	statistics
701	teleprocessing/data communications
709	transportation planning
749	veterinary medicine, Dr.
752	vocational rehabilitation
875	architecture(registered)
912	warehousing operations management

Applicants wishing to be considered for such designated positions must list applicable coursework, experience, certificate, license, or endorsement on the application.

Effective Date: 12/11 CH

Class Code: 00787
80787

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES – HUMAN RESOURCES ENTERPRISE

PUBLIC SERVICE EXECUTIVE 5

DEFINITION

Performs supervisory management work directing programs that organizationally constitute a division, represent a major part of an agency's total operations and involve regular participation in policy decisions that cross all agency programs and services; performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Supervises and evaluates the work of subordinates; effectively recommends personnel actions related to selection, performance, leaves of absence, grievances, work schedules and assignments, disciplinary procedures, and administers personnel and related policies and procedures.

Collaborates with division administrators and the department director on operational problems that

influence agency management/organizational structure; serves as a key resource person in evaluating/recommending solutions to financial and administrative problems.

Reports on program accomplishment to the highest level of management within the organization and justifies critical and far-reaching program changes; provides authoritative advice to the director on matters of key importance to agency goals, programs and missions.

Serves on special committees where decisions, commitments and conclusions have considerable impact on the operation of critical agency/government programs.

Defines financial requirements, tentative schedules and level of management support required for programs; convinces top agency management of the need to modify, start or abandon major projects involving the expenditure of significant resources.

Provides input on new or revised legislation/regulation that have a direct impact over program(s) directed.

Evaluates the effect of unforeseen developments on plans and programs and presents to top management suggested changes in program direction or redirection.

Establishes long-range program requirements/objectives and continuously evaluates organizational performance in meeting those objectives; identifies/structures the direction programs should take to provide necessary product or service.

Directs program operations through subordinate managers and selects subordinate managers and key program employees; represents management in dealing with employee grievances, complaints and other matters pertaining to employment relations.

Develops plans/procedures to ensure that subordinate managers follow through with various government-wide personnel management programs (e.g., equal employment opportunity, career development, performance appraisals, etc.).

COMPETENCIES REQUIRED

Knowledge of the organizational structure, functions, procedures and applicable regulatory requirements for the organization served.

Knowledge of the principles, theories, techniques and trends of public administration including financial management, labor relations, data processing and related governmental programs.

Knowledge of source materials and guidelines which can be used to resolve problems encountered not covered by precedent action.

Ability to deal effectively with persons representing widely divergent backgrounds, interests and points of view.

Ability to establish program objectives or performance goals and to assess progress toward their achievement.

Ability to coordinate and integrate the work activities of multi-function unit managers.

Ability to analyze organizational and operational problems and develop timely and economical solutions.

Ability to represent the activity both within and outside the organization and to gain support for the agency's program goals.

Willingness to consider new ideas or divergent points of view.

Capacity to adjust to change, work pressures or difficult situations without undue stress.

Objectivity in evaluating facts, situations and circumstances.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Follow policy and cooperates with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Graduation from an accredited four year college or university and experience equal to seven years of progressively responsible full-time management oriented work in a recognized administrative support area, e.g., finance, personnel, engineering, law, regulation, human resource management, data processing, program research or evaluation;

OR

substitution of experience of the caliber and scope indicated above for the required undergraduate college education on the basis one year of qualifying experience is equivalent to one year of undergraduate education;

OR

graduation from the Iowa Certified Public Manager Program may substitute for one year of education or one year of experience;

OR

substitution of eighteen hours of graduate level coursework in a management oriented curriculum, e.g., Public or Business Administration for each year of the required experience to a maximum substitution of two years;

OR

substitution of twenty-four hours of graduate level coursework in a special program curriculum such as Social Work, Law, Education, Engineering, or Public or Business Administration for each year of the required experience to a maximum substitution of two years;

OR

employees with current continuous experience in the state executive branch that includes experience equal to one year of full-time work as a Public Service Executive 4 or comparable management level position or two years of experience as a Public Service Executive 3 or comparable management level in the state executive branch.

SELECTIVE CERTIFICATION

For designated positions the appointing authority, with Iowa Department of Administrative Services – Human Resources Enterprise prior approval, may request those applicants possessing a minimum of twenty semester hours of education, two years of experience, or a combination of both, or a specific certificate, license, or endorsement in the following areas:

- | | |
|-----|--|
| 208 | financial management (accounting, auditing, budgeting, economics, finance) |
| 871 | license to practice law in Iowa |

Applicants wishing to be considered for such designated positions must list applicable coursework, experience, certificate, license, or endorsement on the application.

Effective Date: 1/06 DF